

<b>Job Title</b>	<b>Vice President of Quality Assurance</b>
<b>Reports To</b>	<b>Executive Director</b>
<b>Date Revised</b>	<b>January 18, 2022</b>
<b>Salary Range</b>	<b>\$95,000-\$110,000</b>

**Description of Work**

The Vice President of Quality Assurance is a key leader in the continual improvement of the Homelessness Response System (HRS) and works closely with the VP of Strategic Planning and Partnership on the analysis, support, and design needs of the HRS with an emphasis on how racism impacts the HRS. The position oversees the HMIS Department and the Research and Evaluation Department at ECHO and is also responsible for ensuring that ECHO remains a data driven organization and that we can continue to support our community partners with relevant data and research to inform their work. Candidates for this position should have an understanding of the homelessness response system, as well as the ability to understand and utilize data systems using an anti-racist framework.

**Position Summary**

The Vice President of Quality Assurance provides leadership and strategic direction for ECHO’s analysis of the Homelessness Response System, as well as the implementation, use, and optimization of information technology and information systems across the community.

**Essential Functions**

- Works in collaboration with ECHO leadership team to develop tools to measure the quality of services provided by community partners and to develop quality improvement activities designed to assure an ever-improving system of care and service
- Collaborates with VP of Strategic Planning and Partnerships to make recommendations on the strategic direction of the Austin/Travis County Homelessness Response System.
- Leads staff to support Leadership Council governance, including the Performance Monitoring Committee, to meet the data needs and provide committees the ability to make data driven decisions.
- Works with key ECHO leadership and staff, as well as Leadership Council to advance racial equity within the Homelessness Response System through data driven processes that hold the HRS accountable to being driven by solutions and drive system change.
- Works with the ECHO Leadership team to implement internal (to the agency) and external (community facing) components of the ECHO Strategic Plan.
- Works in collaboration with external partners, such as the local health information exchange, Medical School, City of Austin and Travis County, to better integrate disparate data systems in a way that promotes care collaboration and encourages

research and evaluation projects, while maintaining data privacy and security and ethical best practices.

- Supports and guides the transformation and development of ECHO's internal operations and infrastructure alongside leadership and staff. This includes supervision of project management staff working toward systems and processes that improve the work experience of ECHO staff. Activities include launch of an information technology managed service provider, collaboration on policy and process development, and other internal operations activities as they arise.
- Ensures submission of key data reports by relevant teams for HUD and Leadership Council such as the Housing Inventory Count, Point in Time Count, Longitudinal System Analysis, Needs and Gaps Report, Racial Equity Report, and others.
- Understand and implement HUD regulatory requirements related to data reports for HUD and Leadership Council, in addition to liaising with the HUD and or other government entities as needed to advocate or clarify those requirements.
- Understands and follows the generally accepted standards of professional responsibilities and current state of the art methodology related to Outcome Evaluation and Program Improvement
- Assures that ECHO evaluation efforts meet high standards and competencies as required by city, state, federal and other funding/grant guideline
- Works closely with Internal Operations Program Manager and Research and Evaluation Department to evaluate internal ECHO investments and policy decisions and their impact on ECHO the organization
- Provides technical assistance and/or participates in the writing of the evaluation component for grant applications and renewals
- Works with ECHO Leadership team and community partners to implement ECHO's Strategic Plan using both an internal framework with ECHO staff and an external framework across the Austin/Travis County community
- Regularly reports to the Board of Directors regarding agency/community quality activities and outcomes associated with programs serving people experiencing homelessness
- Responsible for working with ECHO leadership to monitor budgets in departments of oversight
- Other duties as assigned

### **Supervisory Responsibility**

The position has the following supervisory responsibilities.

- HMIS Director
- Research and Evaluation Director
- Internal Operations Project Manager

### **Work Environment**

Employees are required to use their personal cell phones for business purposes. Meetings are conducted both virtually and in-person. Working both remotely and in an office, setting will be required.

## **Physical Demands**

Physical demands include the use of standard office equipment including but not limited to: computer, copy machine, and phone. The ability to communicate clearly and appropriately with co-workers and community partners.

## **Position Type and Expected Hours of Works**

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

## **Travel**

Some travel is expected for this position both locally and to national conferences.

## **Preferred Experience**

- Five years' experience in Program Evaluation and Outcome Measurement in a social services organization
- Demonstrated experience with database systems, technology, and research and evaluation methodology
- Demonstrated experience working with homeless service providers on data standards for housing and supportive services projects
- Five years of demonstrated experience with progressively responsible leadership, management, and supervision in complex systems
- Experience communicating policy priorities to media and elected officials using data and research as the basis for talking points

## **Additional Eligibility Qualifications**

- Homeless system management experience
- Demonstration of an anti-racist analysis of the Homelessness Response System
- Experience managing, analyzing, and interpreting data on homelessness
- Understanding of various research and evaluation methodologies
- Understanding of database management, data quality, and systems improvement
- Understanding of HUD regulations
- Familiarity with relevant Austin stakeholders

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_ Date: \_\_\_\_\_

HR \_\_\_\_\_ Date: \_\_\_\_\_

**Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.**

Employee \_\_\_\_\_ Date \_\_\_\_\_

**ECHO Core Mission Values**

Ideal candidate will share ECHO’s core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, transgender or gender non-conforming people, racial and ethnic minorities, veterans, people with lived experience of homelessness, and others from historically marginalized communities are encouraged to apply.

**To Apply:**

Interested candidates please submit a resume and cover letter [matthewmollica@austinecho.org](mailto:matthewmollica@austinecho.org). Position will remain open until filled.